

A METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING AUTOMATED CALL ACKNOWLEDGEMENT SERVICES

ABSTRACT OF THE DISCLOSURE

Embodiments of the invention relate to a method, system, and storage medium for providing automated call acknowledgement services over a network. The method includes receiving a data request from a call-receiving device to acknowledge an incoming call from a calling device. The data request includes a phone number for the call-receiving device, a phone number or text address for the calling device, a message type, and a voice/text indicator selection. The method further includes retrieving a pre-defined acknowledgement message from a database based upon the message type and sending the pre-defined acknowledgement message to the calling device in lieu of answering the incoming call.